

### Remarks

Claims 1-5, 7-10, and 33 are currently pending and claim 1 has been amended. Applicants assert that the currently pending claims are in condition for allowance after final as set forth more fully below.

### Telephone Interview

The undersigned participated in a telephone interview with the Examiner on March 10, 2005. The claims were discussed in relation to the rejection based on Jost. In particular, it was discussed that Jost does not distinguish between electronically billed customers and non-electronically billed customers and Jost flags service order entries for purposes of passing them into and out of the system queue for processing and does not flag service order entries in order to distinguish electronically billed customers from non-electronically billed customers. The Examiner agreed and requested that the flagging step be amended to clarify that the flag distinguishes electronically billed from non-electronically billed customers. The Examiner also agreed to withdraw the section 112 rejections.

### 112 Rejections

As noted above, the Examiner has agreed to withdraw these rejections without further amendments to the claims.

### 102 and 103 Rejections

All pending claims have been rejected as being anticipated or unpatentable over Jost. However, as noted above, the Examiner has agreed that Jost fails to use flags to distinguish service orders corresponding to electronically billed customers from service orders corresponding to non-electronically billed customers. In accordance with the Examiner's request, claim 1 has been amended to more clearly set forth that the flagging step distinguishes the two. Therefore, Applicants assert that the claims are allowable over Jost for at least these reasons.

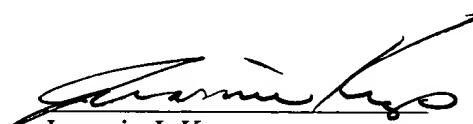
### Conclusion

Applicants assert that the application including claims 1-5, 7-10, and 33 is now in condition for allowance. Applicants request reconsideration in view of the amendments and remarks above after final and further request that a Notice of Allowability be provided. Should the Examiner have any questions, please contact the undersigned.

No fees are believed due. However, please charge any additional fees or credit any overpayment to Deposit Account No. 50-3025.

Respectfully submitted,

Date: March 14, 2005



Jeramie J. Keys  
Reg. No. 42,724

Withers & Keys, LLC  
P.O. Box 71355  
Marietta, Ga 30007-1355  
(404) 849.2093